

Job description & Person Specification

HR Recruitment & ER Lead – circa £30,000 per annum pro rata

Full-time: 35 hours per week

Contract Type: Fixed-Term 6-month contract

Head Office: Leatherhead with work from home flexibility

Reporting to: Head of HR

About Crossroads Care Surrey

Crossroads Care Surrey is a charity with a vision to ensure all unpaid carers are recognised and supported for the role they have within society caring for loved ones. With 2 in every 3 people now expected to care for a family member during a lifetime, it is important there are support services available to help people who care to have time away from caring to maintain their own health and emotional well-being to keep caring.

The Benefits

- Salary of circa £30,000 per annum
- Award-Winning Employee Assistance Programme
- 20 days annual leave plus Bank Holidays
- Flexible working patterns
- The option to work from home, with regular visits to the office, where applicable
- Work laptop

Purpose of the post

This role is responsible for leading on the recruitment and employee relations aspect of HR within Crossroads Care Surrey. Using the new applicant tracking system to attract and onboard new recruits and liaising with the company's employment law advisors to obtain a fair and reasonable outcome.

Your main duties and responsibilities will include:

- Liaison with internal line managers and external employment law advisors to ensure delivery deadlines are met.
- Lead on ensuring job postings are delivered on time and recommendations for recruitment strategies across Crossroads Care Surrey.
- Support the Head of HR to develop and deliver the HR system and Applicant Tracking System (ATS).
- Anticipate, identify and present solutions to the Head of HR and delivery issues which may arise, using accurate best practice and employment legislation.
- Develop and propose new system processes based on requirements and best practice.
- Help finalise the implementation of the onboarding processes through the ATS.
- Lead on solving problems, escalating to the Head of HR where required, as they arise.
- Recommend opportunities to help standardise and simplify HR procedures.
- Report on progress against each issue to the Head of HR, escalating and managing risk appropriately and efficiently.

- Ensure data is transferred to each system appropriately regarding GDPR requirements and in a timely manner.
- Any other duties as reasonably requested by the Head of HR.

ABOUT YOU

To join us as HR Recruitment & ER Lead, you will need the following:

Skills and abilities

- Excellent letter writing skills.
- Ability to propose, develop and implement effective strategies to achieve agreed organisational objectives and to make clear, informed, and timely decisions.
- Excellent communication and interpersonal skills to enable successful influencing, listening and negotiating with others.
- Excellent planning and organisational skills with the ability to manage and deliver a diverse workload and portfolio of programmes/projects whilst ensuring effective prioritisation and balancing of the needs of stakeholders.
- Ability to manage own performance effectively, setting clear expectations and objectives, managing competing priorities and balancing differing needs.
- Ability to develop and sustain effective productive stakeholder relationships internally and externally.
- Ability to manage resources in the most effective way to deliver on agreed organisational objectives.

Knowledge and experience

- CIPD Qualified to Level 5 (minimum).
- Knowledge and understanding of HR and Applicant Tracking Systems within charitable organisation (or similar role) engaged in Care or a business with comparable objectives.
- Experience, knowledge and understanding of HR best practice and policy.
- Experience of effectively developing high performing systems.
- Education, training, and continual professional development relevant to the scope of responsibilities of the role.

Values and personal attributes

- A self-aware, positive and approachable team player.
- Assertive, energetic, determined, robust and sufficiently resilient to cope with the demands of the role.
- An excellent role model who promotes high standards of integrity, and commands trust and confidence from others.

Crossroads Care Surrey is an equal opportunities employer, committed to safeguarding and the welfare of our clients. We expect all staff and volunteers to share this commitment. Full training will be provided with opportunities for personal development and career progression.